



GENERAL TERMS & CONDITIONS

1. Services & Rates

OUR PRICES INCLUDE:

- AIRPORT OR HOTEL PICK-UP/DROP-OFF AT CITY OF EMBARKATION/DISEMBARKATION
- ACCOMMODATION IN TWIN BED OR DOUBLE BED SUITE ON BOARD, ALL WITH EN-SUITE BATHROOM WITH HOT & COLD WATER AND INDIVIDUALLY CONTROLLABLE AIR CONDITIONING. FOR SINGLE OCCUPANCY, A SINGLE SUPPLEMENT WILL APPLY; PLEASE NOTIFY US IN YOUR BOOKING REQUEST.
- ALL DIVES CONDUCTED AS PART OF THE REGULAR CRUISE PROGRAM
- ALL FOOD & DRINKS SERVED DURING THE CRUISE, EXCEPT WINE AND LIQUOR
- FILLED DIVE TANKS (YOUR CHOICE OF DIN OR INT CONNECTION), WEIGHT BELT AND WEIGHTS
- ANY LAND EXCURSIONS AND VISITS TO BEACHES AS PART OF THE REGULAR CRUISE PROGRAM

OUR PRICES DO NOT INCLUDE:

- TRANSPORTATION TO/FROM CITY OF EMBARKATION/DISEMBARKATION, VISA FEES, AIRPORT TAXES, EXCESS BAGGAGE CHARGES
- ACCOMMODATION, FOOD & DRINKS ASHORE BEFORE/AFTER EMBARKATION/DISEMBARKATION
- NATIONAL PARK ENTRANCE FEES
- WINE AND LIQUOR
- DIVE COURSES, TRAININGS AND CERTIFICATIONS
- NITROX (AVAILABLE AT US\$15/DAY)
- DIVE GEAR OTHER THAN TANKS, WEIGHT BELT AND WEIGHTS (DIVE GEAR IS AVAILABLE ON BOARD FOR RENTAL; PLEASE CONTACT US SHOULD YOU WISH TO RENT ANY)
- ANY SOUVENIRS YOU MIGHT WANT TO PURCHASE ON BOARD
- LAUNDRY SERVICES (AVAILABLE THROUGHOUT THE CRUISE)
- PHONE CALLS, EMAIL & INTERNET ACCESS (AVAILABLE THROUGHOUT THE CRUISE VIA SATELLITE)
- TRAVEL, DIVE, MEDICAL, ETC. INSURANCE
- TIPS & GRATUITIES FOR THE CREW

2. Booking Requests, Reservations and Payments

BOOKING REQUESTS CAN BE MADE

- VIA A TRAVEL AGENT
- BY EMAIL TO INFO@TAMBORADIVE.COM
- BY FILLING IN AND SUBMITTING THE BOOKING REQUEST FORM ON OUR WEBSITE

ALL BOOKING REQUESTS MUST BE MADE BY ELECTRONIC MAIL OR FACSIMILE TRANSMISSION AND CONTAIN:



- THE CRUISE-ID
- THE NUMBER OF BEDS IN TWIN BED CABIN AND/OR DOUBLE BED CABIN REQUESTED
- THE NAMES AND NATIONALITIES OF ALL PASSENGERS
- REQUIREMENTS, IF ANY, FOR DIVE GEAR RENTAL
- SPECIAL REQUIREMENTS, IF ANY

A DEPOSIT OF 30% OF THE CRUISE RATE PER PERSON NEEDS TO BE SENT OUR BANK ACCOUNT NO LATER THAN 10 DAYS AFTER THE DATE OF THE BOOKING REQUEST HAS BEEN MADE. UPON RECEIPT OF THE DEPOSIT WITHIN THE STATED PERIOD, WE WILL CONFIRM YOUR RESERVATION. IF THE DEPOSIT IS NOT RECEIVED WITHIN THE STATED PERIOD, WE RESERVE THE RIGHT TO OFFER THE BEDS REQUESTED TO OTHER GUESTS.

THE BALANCE OF 70% OF THE CRUISE RATE PER PERSON NEEDS TO BE SENT TO OUR BANK ACCOUNT NO LATER THAN 90 DAYS PRIOR TO THE DEPARTURE DATE. SHOULD FULL PAYMENT NOT BE RECEIVED BY THIS TIME, WE RESERVE THE RIGHT TO CANCEL THE RESERVATION.

FOR LAST MINUTE BOOKINGS, WHERE THE TIME BETWEEN THE BOOKING AND DEPARTURE DATE IS LESS THAN 90 DAYS, PAYMENT IN FULL MUST BE MADE TO OBTAIN A CONFIRMED RESERVATION.

PAYMENTS NEED TO BE SENT TO OUR US\$ BANK ACCOUNT:

NAME OF BANK: BANK CENTRAL ASIA
ADDRESS: BCA KCU SUDIRMAN
CHASE PLAZA
JL. JENDERAL SUDIRMAN KAV. 21
12920 JAKARTA SELATAN
INDONESIA

SWIFT CODE: CENAIJJA

ACCOUNT HOLDER: TAMBORA SEMESTA NUSANTARA
ACCOUNT NUMBER: 035 313351 6

PAYMENTS FOR THE USE OF NITROX AND/OR THE RENTAL OF DIVE GEAR CAN BE MADE IN ADVANCE TOGETHER WITH THE RESERVATION TO OUR BANK ACCOUNT, OR IN US\$ CASH WHILE ON BOARD. PAYMENTS FOR OTHER CONSUMPTION AND PURCHASES OF GOODS AND SERVICES ON BOARD ARE DUE IN US\$ CASH WHILE ON BOARD. NATIONAL PARK FEES ARE DUE IN LOCAL CURRENCY WHILE ON BOARD. FOR PAYMENTS DUE IN ONE CURRENCY BUT SETTLED IN ANOTHER, WE WILL DETERMINE THE APPLICABLE EXCHANGE RATE BASED ON LOCAL BANKING PRACTICES.

3. Cancellations by Guests

CANCELLATIONS MUST BE MADE BY EMAIL TO INFO@TAMBORADIVE.COM OR BY FACSIMILE TRANSMISSION. THE DATE OF CANCELLATION IS THE DATE UPON WHICH WE RECEIVE THE EMAIL OR FACSIMILE.



IF A RESERVATION IS CANCELLED, WE WILL HAVE TO CHARGE A CANCELLATION FEE AS SET OUT BELOW:

- 121 DAYS OR MORE PRIOR TO THE DEPARTURE DATE: 25% OF THE CRUISE RATE PER PERSON
- 120-91 DAYS PRIOR TO THE DEPARTURE DATE: 50% OF THE CRUISE RATE PER PERSON
- 90-61 DAYS PRIOR TO THE DEPARTURE DATE: 75% OF THE CRUISE RATE PER PERSON
- 60 DAYS OR LESS PRIOR TO THE DEPARTURE DATE: 100% OF THE CRUISE RATE PER PERSON

THE CANCELLATION FEE WILL BE DEDUCTED FROM THE PAYMENT RECEIVED. THE REMAINING AMOUNT WILL BE RETURNED OR, IF APPLICABLE, CREDITED TO FUTURE BOOKINGS.

4. Private / Full Boat Charter

ANY OF OUR SCHEDULED CRUISES CAN BE BOOKED AS A PRIVATE / FULL BOAT CHARTER, WITH A MAXIMUM OF 16 PASSENGERS. ON A FULL CHARTER, IT IS POSSIBLE, WITHIN CERTAIN LIMITS, TO ADJUST THE CRUISE ITINERARY, NUMBER AND LOCATIONS OF DIVES, AND LAND EXCURSIONS. SUCH ADJUSTMENTS REQUIRE PRIOR NOTIFICATION TO US AT THE TIME OF BOOKING, AND ARE SUBJECT TO OUR APPROVAL. WHAT MUST NOT BE CHANGED, HOWEVER, ARE DATE AND PORT OF EMBARKATION/DISEMBARKATION, AND THE NUMBER OF NIGHTS ON BOARD.

A PRIVATE CHARTER WITH US CAN ALSO BE ARRANGED OUTSIDE OUR SCHEDULED CRUISES. IN THIS CASE, YOU ARE REQUIRED TO PROVIDE US WITH THE INTENDED DATE AND PORT OF EMBARKATION AND DISEMBARKATION, AND THE INTENDED CRUISE ITINERARY AND PROGRAM. BASED ON THIS INFORMATION, WE WILL PROVIDE YOU WITH THE RATE FOR YOUR PLANNED PRIVATE CHARTER, INCLUDING THE RATE FOR THE CRUISE AND, WHERE APPLICABLE, VESSEL MOBILIZATION AND/OR DEMOBILIZATION CHARGES.

TO OBTAIN A CONFIRMED RESERVATION FOR A PRIVATE / FULL BOAT CHARTER, THE FOLLOWING NON-REFUNDABLE PAYMENTS MUST BE MADE TO OUR BANK ACCOUNT:

- A DEPOSIT OF US\$3,000 NO LONGER THAN 10 DAYS AFTER THE DATE OF THE BOOKING
- AN ADDITIONAL DEPOSIT OF US\$3,000 NO LONGER THAN 270 DAYS PRIOR TO THE DEPARTURE DATE
- THE BALANCE TO 50% OF THE FULL CHARTER NO LONGER THAN 180 DAYS PRIOR TO THE DEPARTURE DATE
- THE BALANCE TO FULL PAYMENT NO LONGER THAN 90 DAYS PRIOR TO THE DEPARTURE DATE

FOR LAST MINUTE BOOKINGS, WHERE THE TIME BETWEEN THE BOOKING AND DEPARTURE DATE IS LESS THAN 90 DAYS, PAYMENT IN FULL MUST BE MADE TO OBTAIN A CONFIRMED RESERVATION.

THE ABOVE PAYMENTS ARE FORFEITED IF A CHARTER ARRANGEMENT IS CANCELLED BY THE CHARTERING PARTY.



5. Changes and Cancellations by Tambora Dive Cruises – PT Tambora Semesta Nusantara

TAMBORA DIVE CRUISES – PT TAMBORA SEMESTA NUSANTARA RESERVES THE RIGHT TO:

- CHANGE THE ITINERARY AND/OR PROGRAM DURING A TRIP, IF DEEMED NECESSARY. WHERE SUCH CHANGE ADVERSELY AFFECTS THE CRUISE, OUR CUSTOMERS WILL BE REFUNDED FOR THE DIFFERENCE BETWEEN THE AGREED CRUISE PRICE AND THE SERVICES ACTUALLY PROVIDED.
- CANCEL A RESERVATION IF A CONDITION OR ACTIONS ON THE CUSTOMER'S PART GIVE JUSTIFIABLE CAUSE TO DO SO. IN SUCH INSTANCE, ANY PAYMENTS ALREADY MADE WILL BE FULLY REFUNDED. FURTHER CLAIMS AGAINST TAMBORA DIVE CRUISES – PT TAMBORA SEMESTA NUSANTARA WILL NOT BE ENTERTAINED.
- CANCEL OR CHANGE THE ITINERARY OF A CRUISE FOR REASONS OR FORCE MAJEURE (E.G., NATURAL DISASTERS, EPIDEMICS, CIVIL UNREST, ACTS OF WAR) OR FOR OTHER REASONS THAT ARE UNAVOIDABLE. IN SUCH INSTANCE, CUSTOMERS WILL BE INFORMED AT THE EARLIEST POSSIBLE TIME. FURTHER CLAIMS AGAINST TAMBORA DIVE CRUISES – PT TAMBORA SEMESTA NUSANTARA WILL NOT BE ENTERTAINED, AND TAMBORA DIVE CRUISES – PT TAMBORA SEMESTA NUSANTARA WILL NOT BE LIABLE FOR ADDITIONAL EXPENSES INCURRED BY CUSTOMERS.

6. Disclaimer

TAMBORA DIVE CRUISES – PT TAMBORA SEMESTA NUSANTARA WILL NOT BE RESPONSIBLE FOR WEATHER CONDITIONS, ROAD CONDITIONS, SEA CONDITIONS, GOVERNMENT ACTION, FORCE MAJEURE, OR ANY OTHER UNAVOIDABLE FACTOR AFFECTING THE CRUISE AND/OR THE TRAVEL TO/FROM THE PORT OF EMBARKATION/DISEMBARKATION.

TAMBORA DIVE CRUISES – PT TAMBORA SEMESTA NUSANTARA WILL ASSUME NO LIABILITY FOR:

- ANY DAMAGE OR LOSS RESULTING FROM PERSONAL INJURIES, DEATH OR DAMAGE TO PROPERTY, ARISING OUT OF THE USAGE OR OPERATION OF ANY VEHICLE OR CONVEYANCE OR ACCOMMODATION EMPLOYED IN CONDUCTING THE CRUISE.
- ANY DAMAGE OR LOSS RESULTING FROM FAILURE, DELAY, ANY OTHER IRREGULARITY, ANY ACTS OR OMISSIONS OCCURRING PRIOR TO, DURING, OR AFTER A CRUISE, UNDER WHICH THE MEANS OF TRANSPORTATION OR OTHER SERVICES PROVIDED ARE OFFERED FOR AND ON BEHALF OF TAMBORA DIVE CRUISES.
- ANY DAMAGE OR LOSS RESULTING FROM ANY PERSONAL INJURIES, DEATH OR DAMAGE TO PROPERTY, ARISING OUT OF ANY ACT OF WAR, CIVIL UNREST OR MILITARY ACTION OCCURRING IN A COUNTRY OF ORIGIN, PASSAGE OR DESTINATION.
- ANY COSTS FOR EVACUATION OR REPATRIATION ARISING OUT OF A MEDICAL CONDITION DURING THE CRUISE, EITHER ON BOARD OR ASHORE.
- CUSTOMERS' PERSONAL BELONGINGS LOST OR DAMAGED DURING THE CRUISE AND/OR DURING THE TRAVEL TO/FROM THE PORT OF EMBARKATION/DISEMBARKATION.



7. Insurance

WHILE WE WILL MAKE EVERY EFFORT TO MAKE YOUR CRUISE WITH US AS SAFE AS POSSIBLE, WE HIGHLY RECOMMEND THE PURCHASE OF PERSONAL INSURANCE COVERAGE, INCLUDING:

- MEDICAL INSURANCE: CHECK WHETHER YOUR EXISTING POLICY WILL COVER YOU DURING THE CRUISE, AND, IF NOT, PURCHASE ADDITIONAL INSURANCE
- DIVERS' INSURANCE
- TRAVEL, CANCELLATION, AND BAGGAGE INSURANCE

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